

Passenger Reference Group

Tuesday 25 August 2026

MEETING COMMUNIQUE

The Canberra Metro Operations (CMET) Passenger Reference Group (PRG) met on Tuesday 25 August. Members attended online and in person at the CMET Depot.

Drivers and Doors Customer Education Campaign – Giuliana Baggoley

Members heard that recent feedback has identified opportunities to improve customer understanding of driver responsibilities, driver visibility, door operations and passenger expectations when boarding and alighting light rail vehicles. Through a facilitated exercise, members shared their experiences and identified topics for CMET to communicate to the wider community. The session output will help shape a future customer education campaign.

Operations Control Centre – Mathew Barber

CMET's Operations Control Centre (OCC) Manager provided an overview of the role and responsibilities of the OCC, which operates 24 hours a day, seven days a week to support the safe and reliable operation of Canberra's light rail network.

Members heard how the OCC oversees a range of operational activities including light rail vehicle timetabling, managing permits for works on or near the alignment, coordinating operational responses and serving as a contact point for emergency help point calls from passengers and staff.

Discussion and feedback

Members asked about communication between the OCC and drivers, Customer Service Officers and other operational staff. They also discussed the technology used to support network operations, including CMET's CCTV systems and monitoring capabilities.

Rail Safety, Quality and Environment – Scott Zuber

CMET's Head of Rail Safety, Quality and Environment provided an overview of CMET's approach to safety, quality, environmental management and sustainability. Members heard about CMET's regulatory obligations, the systems and processes in place to support passenger, staff and community safety, and environmental and sustainability practices at the Depot and across light rail vehicle operations and maintenance.

Discussion and feedback

Members discussed light rail vehicle technology, including batteries and vehicle sustainability features. They also asked about other environmental initiatives and sustainability practices across CMET's operations.

The next PRG meeting will take place in October 2026.